

## REMARKS/ARGUMENTS

The amended listing of claims and the following arguments are presented generally to impart precision to the claims, by particularly pointing out and distinctly claiming the subject matter. The pending claims are supported by the specification. No new matter is added.

Applicant respectfully submits that the currently pending claims are patentable over the cited references.

### 35 U.S.C. §101 Rejections

Claims 1-12 were rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter. Applicant respectfully disagrees.

For example, claim 1 recites:

1. (Currently Amended) A method comprising:  
receiving a message in a data communication system;  
thematically subdividing the message into a plurality of sections based  
on an analysis of content in the message; and  
sending a subdivided section of the plurality of sections of the message  
via the data communication system to an agent based on the  
analysis of content.

Applicant respectfully submits that “a data communication system” is a limitation in a technological art that enables a useful, concrete, tangible result. Applicant respectfully submits that the application of the subject matter of the claim results in a useful, concrete, tangible result.

Claim 7 contains similar limitations as discussed above. Thus, claims 1, 7 and their dependent claims are directed to statutory subject matter.

### 35 U.S.C. §102(e) Rejections

Examiner rejected claims 1-12 under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 6,510,427 (hereinafter “Bossemeyer”) or by U.S. Patent No. 6,775,689 (hereinafter “Raghunandan”). Applicant respectfully submits that pending claims are patentable over the cited references, since the cited references do not show each and every aspect of the pending claims.

For example, claim 1 recites:

1. (Currently Amended) A method comprising:  
receiving a message in a data communication system;  
thematically subdividing the message into a plurality of sections based on an analysis of content in the message; and  
sending a subdivided section of the plurality of sections of the message via the data communication system to an agent based on the analysis of content.

In Bossemeyer, messages are subdivided according to predefined codes (see, e.g., Col. 12, lines 18-20, of Bossemeyer). In Raghunandan, messages are subdivided according to segment identifications (see, e.g., Fig. 3, item 3.1 and item 3.3; Col. 8, lines 11-29; Raghunandan). Neither Bossemeyer nor Raghunandan shows “*thematically subdividing* the message into a plurality of sections *based on an analysis of content in the message*”. Thus, claim 1 is patentable over Bossemeyer and Raghunandan at least for the above reasons.

Independent claims 7 and 13 recite similar limitations as those discussed above. Thus, independent claims 1, 7 and 13 are patentable over Bossemeyer and Raghunandan at least for the above reasons.

### 35 U.S.C. §103(a) Rejections

Examiner rejected claims 13-18 under 35 U.S.C. §103(a) as being unpatentable over “Bossemeyer” or over “Raghunandan”. Applicant respectfully submits that pending claims are patentable over the cited references, since the cited references do not show each and every aspect of the pending claims.

The Office Action relied upon the knowledge in the art to show that it would be obvious to use routers to route e-mail messages. However, for example, claim 13 recites:

13. (Currently Amended) A system comprising:  
a first unit to store a message sent from a message sender;  
a parser to thematically subdivide the message into a plurality of  
sections based on a message analysis; and  
a router to route a subdivided section of the plurality of sections of the  
message to an agent appropriate for the subdivided section.

In Bossemeyer, messages are subdivided according to predefined codes (see, e.g., Col. 12, lines 18-20, of Bossemeyer). In Raghunandan, messages are subdivided according to segment identifications (see, e.g., Fig. 3, item 3.1 and item 3.3; Col. 8, lines 11-29; Raghunandan). Neither Bossemeyer nor Raghunandan shows “*a parser to thematically subdivide* the message into a plurality of sections based on a message analysis”. Thus, claim 13 is patentable over Bossemeyer and Raghunandan at least for the above reasons.

Further, new claims 19-22 recites limitations that are neither in “Bossemeyer” nor in “Raghunandan”. Claims 19-22 recite:

19. (New) The method of claim 1, further comprising:  
augmenting the subdivided section of the message with supporting information.
20. (New) The method of claim 19, wherein the data communication comprises a workflow system.

21. (New) The method of claim 1, further comprising:  
escalating the message if the message is not responded to after a  
predetermined period of time.
22. (New) The method of claim 21, further comprising:  
tracking responses to the message as a whole to determine whether  
the message is responded to in a predetermined period of  
time.

The remaining claims depend from at least one of the independent claims discussed above, and therefore include at least some of the distinguishing claim limitations as discussed above. As a result, the remaining claims are also patentable.

CONCLUSION

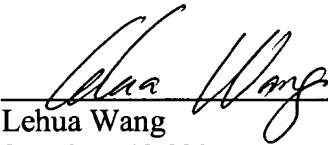
Applicant respectfully submits that the pending claims are patentable over the cited references. If the Examiner believes a telephone conference would expedite or assist in the allowance of the present application, the Examiner is invited to call at (408) 720-8300.

Authorization is hereby given to charge our Deposit Account No. 02-2666 for any charges that may be due. Furthermore, if an extension is required, Applicant hereby requests such extension.

Respectfully submitted,

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